

ADR GROUP INTEGRATED MANAGEMENT SYSTEMS POLICY

The Aeroporti di Roma Group is committed to developing and managing an efficient airport system that adapts well to changing traffic levels, with a focus on **sustainability, quality and innovation**, which are the core elements of its management strategy.

In this context, the Group addresses various key priorities, including ensuring the **quality** of services, maintaining the **security of airport operations**, safeguarding **health and safety** at work, promoting **equal opportunities** and **non-discrimination**, **preventing corruption** and the **spread of infections**, **protecting the environment**, and the **efficient use of resources and energy**. Additionally, the Group focuses on **securing the information it processes**, ensuring **resilience for continuous service delivery**, and leveraging **digital modelling** for **infrastructure** management. Environmental, social and economic sustainability are integral to these efforts, with initiatives designed to **minimise the impact of operations** across the **entire value chain**, while fostering a culture of responsibility and innovation.

In pursuing its business goals, the Aeroporti di Roma Group considers both **internal and external factors** that affect the organisations, fostering a **constructive dialogue** with a broad range of **stakeholders** and actively **promotes** its core **values** of **inclusiveness, passion, integrity and boldness**. As a central hub, the airport engages a diverse group of **stakeholders**, including shareholders, management, employees, passengers, airlines, operators, suppliers, contractors, government bodies and the local community.

The Group is committed to promoting diversity, equity and inclusion, while enhancing the well-being of the communities in which it operates. It also **supports initiatives** that raise awareness of **social, cultural and environmental issues**.

1. THE COMPANY AS A PLACE OF VALUE CREATION THROUGH EMPLOYEE INVOLVEMENT IN ACHIEVING BUSINESS OBJECTIVES

The Aeroporti di Roma Group (the “ADR Group”) believes that improving performance and achieving corporate objectives can only be accomplished through the **active participation of all staff**. This includes each individual's contribution to **reducing** the risks associated with the Group's activities while maintaining a **high level of service** for customers.

To achieve this, the ADR Group is committed to:

- **Engaging** personnel at all levels through **meetings** and **training** programmes aimed at **raising awareness** of customer **service delivery** and **strengthening** both technical and managerial **skills** for **ongoing performance improvement**.
- Investing in **training** and **education** initiatives to increase staff and stakeholder awareness of **sustainability issues**.
- Ensuring **internal communication** at all levels to **share** the company's **values** and **commitments** regarding **quality**, **airport operation security**, **health** and **safety**, **gender equality**, **anti-discrimination**, **anti-corruption** measures, **infection prevention**, **environmental protection**, **sustainability**, **efficient use of resources** and **energy**, **information security**, **operational continuity**, and the **use of Building Information Modelling (BIM)** for **s infrastructure modelling** (referred to as “areas of focus”).
- **Promoting** its **values** of **inclusiveness**, **passion**, **integrity** and **boldness**, which **guide** the **daily work** of all staff.
- **Managing** business **processes** in compliance with relevant **standards** and **regulations**, following an **Integrated System** approach.
- Continuously promoting **health** and **safety initiatives** to **prevent accidents** and **occupational diseases**.
- Raising staff **awareness** of their **roles**, the **impact** of their work, and the **consequences** of **not adhering** to established **requirements** and **procedures**.
- Fostering a **fair** and **respectful work environment** where everyone has **equal opportunities** for professional growth and development.
- **Combating** all forms of **abuse** or **discrimination** based on **gender** or other **personal characteristics**.
- **Preventing** and **counteracting corruption** in all activities.
- **Ensuring** the **confidentiality**, **integrity** and **availability** of the **data** and **information** processed.
- **Continuously improving working conditions**.

2. CUSTOMERS FIRST

The ADR Group's development **decisions** are always driven by a thorough analysis of **market demands**. Specifically, **listening to** and engaging in **dialogue** with **customers** is crucial to ensuring that every **activity** is **designed** and **executed** to meet their **needs** and **expectations**.

In this context, the ADR Group is committed to:

- Defining and communicating the **results** and **objectives** in the **Service Charter**, in alignment with **customer needs**.
- Responding to stakeholder **complaints** and **suggestions** quickly and effectively.
- Continuously striving for **excellence**, establishing itself as a model of international **best practice**.
- Ensuring the **continuity** of **activities** related to **airport management** to maintain **business operations**, guarantee **service quality** and remain **competitive** in the market.
- **Encouraging** airport **operators** to **adopt management practices** that align with the **principles** of this Integrated Policy. **Collaboration** with **operators** helps develop **shared solutions** to achieve **common goals** while adhering to standards in key areas.
- Making **infrastructure accessible** and **safe**, ensuring a high-quality and inclusive experience for all passengers, supported by **initiatives** that **promote awareness** and **diversity**.

3. INNOVATION AS A STRATEGIC LEVER TO BUILD THE AIRPORT OF THE FUTURE

The ADR Group is dedicated to the **continuous pursuit** of **new technologies** and solutions that **improve** the **effectiveness** and **efficiency** of **airport management** activities. This commitment includes **enhancing quality** and **safety**, **protecting** the **environment**, optimising **resource management**, **reducing** workplace **health** and **safety risks**, preventing **infections**, **strengthening operational continuity** and ensuring **information security**, all while leveraging advanced 3D modelling techniques such as **BIM**.

To achieve this, the ADR Group consistently benchmarks itself against **national** and **international technical** and **operational best practices**, particularly in areas related to its key operations.

Airport **innovation** follows a **model** that **manages ideas** throughout their **lifecycle**, embracing **innovation** as a **widespread** and **collaborative way of working**.

Technology and **innovation** drive a **sustainable development model** that integrates energy efficiency solutions and minimises environmental impact across the entire value chain.

Additionally, the design, construction and management of **buildings** and **infrastructure**, including the use of **BIM**, aim to **balance development goals** with **environmental** and **energy sustainability**, **accessibility** and **quality**.

4. EXCELLENCE IN THE MANAGEMENT OF SERVICES AND COMMITMENT TO A RESPONSIBLE DEVELOPMENT

Aeroporti di Roma **ensures** the **delivery** of **services**, either directly or through its subsidiaries, with a commitment to achieving the **highest** standards across all relevant areas.

In this context, the ADR Group is committed to:

- **Continuously improving service levels** through systematic performance measurement.
- Ensuring **maximum security** in airport operations.
- **Effectively** managing **emergency situations**.
- Operating with a focus on **sustainable** and **inclusive business development**.
- **Constantly monitoring activities** that may impact **water**, **noise** and **air pollution**.
- Achieving optimal **sustainable waste management** through the principles of the **circular economy**.
- Improving **energy utilisation** systems and **reducing consumption** by adopting **energy efficiency** practices.
- Contributing to the **fight** against **climate change** through **innovative energy** management and the **implementation** of a 'Net-zero Carbon' programme.
- Identifying, assessing and managing **environmental**, **health** and **safety**, **infection** transmission, **operational continuity** and **information security risks** with the **best mitigation measures**.
- Ensuring the smooth functioning of **airport operations** and the continuous **availability** of **services** to customers.
- Maintaining the capacity to **deliver services** at acceptable levels, even in the event of disruptions, protecting the **interests** of **stakeholders**.
- Designing and planning **spaces**, **infrastructure**, and **processes** with a focus on **quality** and **minimising risks** to the **health** and **safety** of **passengers**, **ADR Group employees**, and **workers** from **suppliers** and **contractors**.
- Supporting the adoption of **BIM methodology** within the **infrastructure development** process, facilitating **collaboration** across **stages**, and promoting **BIM activities** throughout the **supply chain**.

- Integrating **innovative** and **sustainable solutions** into airport operations to **minimise environmental impact**, especially focusing on reducing emissions, conserving energy and managing waste.
- Collaborating with **suppliers** and **contractors** to **reward positive practices** in **health, safety** and **sustainability**, in order to reduce risks during the performance of activities on behalf of the ADR Group, **fostering** mutual **collaboration** and the **search for best practices**.
- Procuring **goods, works** and **services** and works based on **quality** and **sustainability** criteria, aiming to **reduce environmental, social** and **governance risks** in the **supply chain**.
- Encouraging a **collaborative approach** with stakeholders to **develop shared solutions** that maximise **efficiency** while **minimising** the **environmental** and **social impacts** of airport operations.
- Ensuring an **accessible** and **safe airport** experience for passengers and users, with **inclusivity** as a core value in all ADR Group activities.

5. COMPLIANCE AS A CORE PREREQUISITE

In its **operations**, the ADR Group prioritizes adherence to the applicable **regulatory framework** and commits to:

- Ensuring **compliance** with **mandatory regulations, voluntary standards** and **agreements** related to its areas of focus, while integrating the **expectations** and **needs** of **stakeholders** into its compliance efforts.
- Adopting a **proactive** and **improvement-driven approach** to the application and compliance with laws, regulations and standards relevant to its areas of focus.
- **Collaborating** with **institutions, regulatory bodies** and **industry operators** across all airport activities, with the aim of **developing** progressively **higher standards** in **sustainability**.
- Maintaining continuous, transparent **dialogue** with all **stakeholders**, strengthening strategic partnerships to address **sustainable development challenges** and enhance **corporate social responsibility**.

6. SUPPORTING THE LOCAL COMMUNITY AND DIALOGUE WITH STAKEHOLDERS

Given the economic, social and environmental importance of the airport system, **sustainability** is a **strategic priority** for the ADR Group and is **integrated** into its business operations to create **value** for all stakeholders—**economically, socially** and **environmentally**.

To this end, the ADR Group is committed to:

- **Incorporating sustainability principles** into both **strategic** and **operational decisions**, adopting a **proactive approach** to **engage, listen to** and maintain ongoing **dialogue** with the **local community** and key **stakeholders**. This approach enables the Group to address their **concerns** and **share values, objectives** and **innovative solutions**.
- **Collaborating with institutions, international organisations** and other industry **operators** to **establish sustainable standards** and **innovative solutions** that **contribute to achieving global sustainable development goals**.
- Supporting **social solidarity initiatives, cultural projects** and **environmental** and **social awareness campaigns** within the local community.
- Ensuring **transparency** in its sustainability **efforts** through **structured reporting processes**, such as sustainability reports and specific KPIs, to track and communicate progress.

Review and Approval Matrix

	Role	Name	Effective Date
Approved by	Chief Executive Officer & Managing Director	Marco Troncone	20.12.2024
Reviewed and Approved by	Vice President Risk Governance & Compliance / Head of Group Integrated Management System	Lorenzo Rinaldi	
Reviewed and Approved by	Senior Vice President External Affairs, Sustainability & Destination Management	Veronica Pamio	
Approved by	Chief Business Unit Aviation	Ivan Bassato	
Approved by	Chief Business Unit Commercial	Marilena Blasi	
Approved by	Chief Business Unit Infrastructures	Andrea Maria Giordano	
Approved by	Senior Vice President Human Capital Organization & Procurement	Alberto Valenza	